



Service Bulletin

Bulletin No.: 21-NA-260

Date: December, 2021

TECHNICAL

Subject: Lack of Power or Poor Performance During High Ambient Temperatures with RPO (C7N) 12,300 LB GVWR or (C4M) 9,900 LB GVWR

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Express	2016	2020			6.0L, L96 LC8	All
GMC	Savana						

Involved Region or Country	United States, Canada
Additional Options (RPOs)	
Condition	Some customers may comment that the vehicle exhibits a lack of power when driving up grades or after the vehicle has been idling for long periods of time in high ambient temperatures (90 degrees, 32 Celsius or above). This condition is more noticeable when the vehicle is outfitted with heavy work equipment on the back such as work boxes or ambulance bodies. When the ambient temperature drops below 90 degrees (32 Celsius) you may notice that the condition is less noticeable or eliminated altogether.

<p>Cause</p>	 <p style="text-align: right;">5923409</p> <p>The cause of the condition may be high ambient temperatures 90 degrees (32 Celsius) effecting the intake air flow to the engine. When looking at GDS2 scan tool data you may also notice an increase in total knock retard and ignition timing being backed out (chart shown above). This can occur while the vehicle is underload or driving in a situation where they may be going up a grade and more throttle input is required. The ECM is adjusting to protect the engine from engine damaging spark knock, which are normal under these conditions.</p>
<p>Correction</p>	<p>A new air inlet duct extension has been released to fix this concern. Before installing the new air inlet duct extension, please inspect the following list of items to ensure they installed correctly, and not missing or damaged. If any one of these components is missing or damaged, this could allow hot air into the intake duct causing the lack of power concern and must be corrected as well.</p>

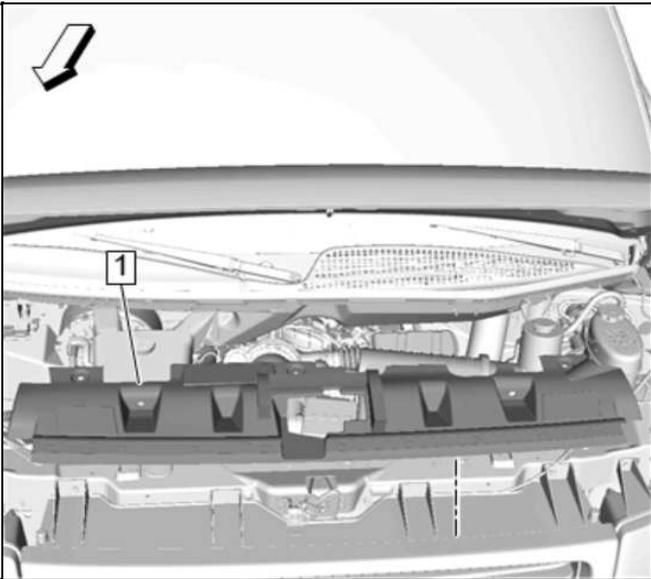
Items to Inspect



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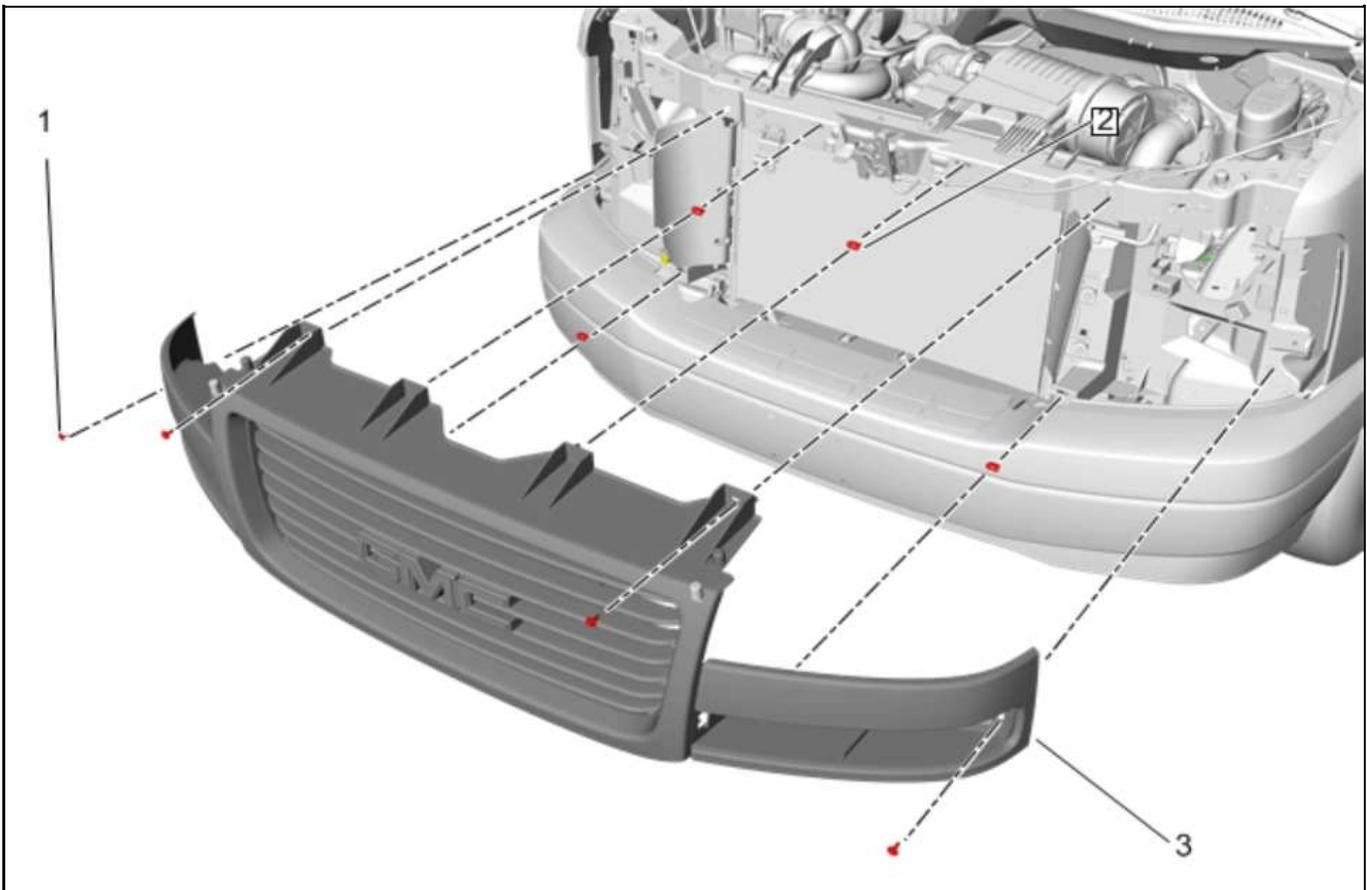
- Is the hood seal installed (1) ?
- Are both CRFM side baffles, driver and passenger side, installed correctly (2) ?
- Are both grille seals installed correctly (3) ?
- Is the hood latch seal installed correctly (4) ?
- Is the radiator upper baffle installed correctly (5) ?
- Is the lower baffle installed correctly (6) ?
- Is the air box end cover installed properly ?
- Are all intake air ducts installed correctly and clamps tight ?
- Is the PCV hose installed correctly ?
- Is the air box attached to upper tie bar with correct fasteners and secure ?
- Has the up-fitter installed components in front of the grille, blocking fresh air flow to CRFM ?
- Has the up-fitter modified anything to attach their components ? (Baffles, fascia, hood seal or anything else)
- Are there any holes cut/drilled in any sheet metal near the AIS inlet ?
- Inspect the intake duct for any restrictions.

Service Procedure for Installing New Air Inlet Duct



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1. Remove the radiator air upper baffle (1). Refer to the appropriate *Radiator Air Upper Baffle Replacement*, in SI.



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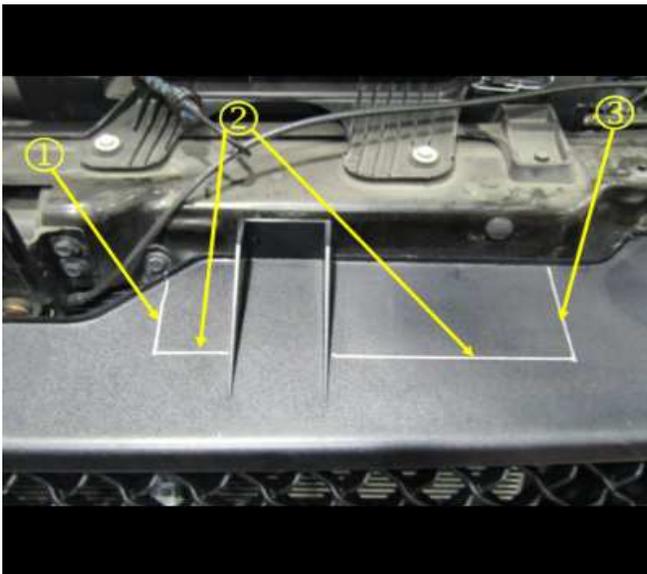
Note: It is not necessary to completely remove the grille.

2. Remove the 4 front grille upper bolts (1). Refer to the appropriate *Front Grille Replacement* in SI.
3. Using a grease marking pencil, or suitable marker, mark the locations for removal of grille material, following the steps below:



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- 3.1. Locate the right side, standing center ribs on the grille, shown circled in the graphic above.



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- 3.2. On the left side of the inboard rib, draw a line (1) 5.7 cm (2.25 in) from the rib and draw a second line (2), 8.9 cm (3.5 in) from the rear edge of the grille.
- 3.3. On the right side of the outboard rib, draw a line (3) 14 cm (5.5 in) from the rib and draw a second line (2), 8.9 cm (3.5 in) from the rear edge of the grille.



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Note: DO NOT cut through either standing rib. Those must be kept intact.

4. Using a suitable saw, cut along edges of the standing ribs and the marked lines.



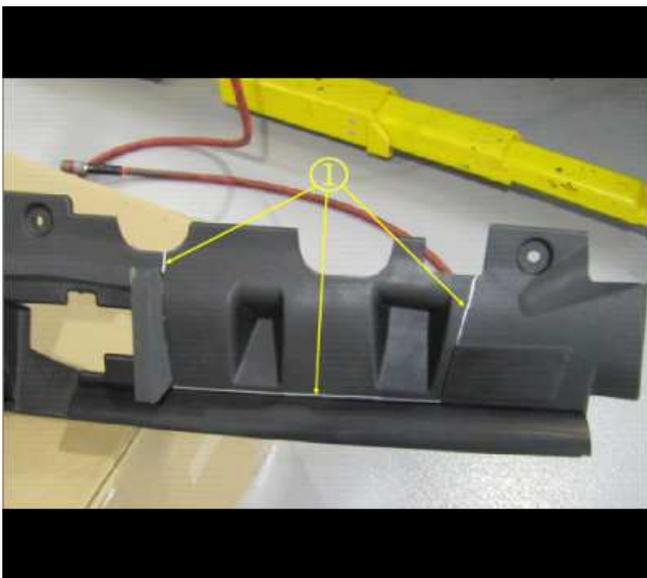
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5. The grille will now have openings on either side of the standing ribs.



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6. Using the new engine air inlet duct as a template, position the duct to the vehicle and drill 6.5 mm (1/4 in) holes in the grille to allow for the addition of 3 push retainers. However, do not install the engine air inlet duct and retainers at this time.



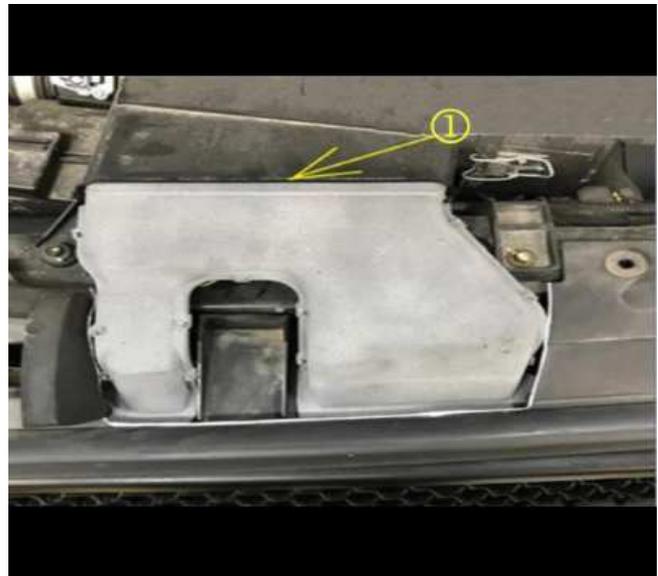
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7. Again, using a grease marking pencil, or suitable marker, mark 3 lines (1) on the radiator air upper baffle, which will designate material removal to allow for clearance of the engine air inlet duct when, the baffle is reinstalled.



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8. Using a suitable saw, cut along the marked lines.



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Note: The RTV sealant is to be applied onto the extended lip, around the perimeter of the upper opening of the engine air inlet duct, where it interfaces (1) with the opening of the intake duct.



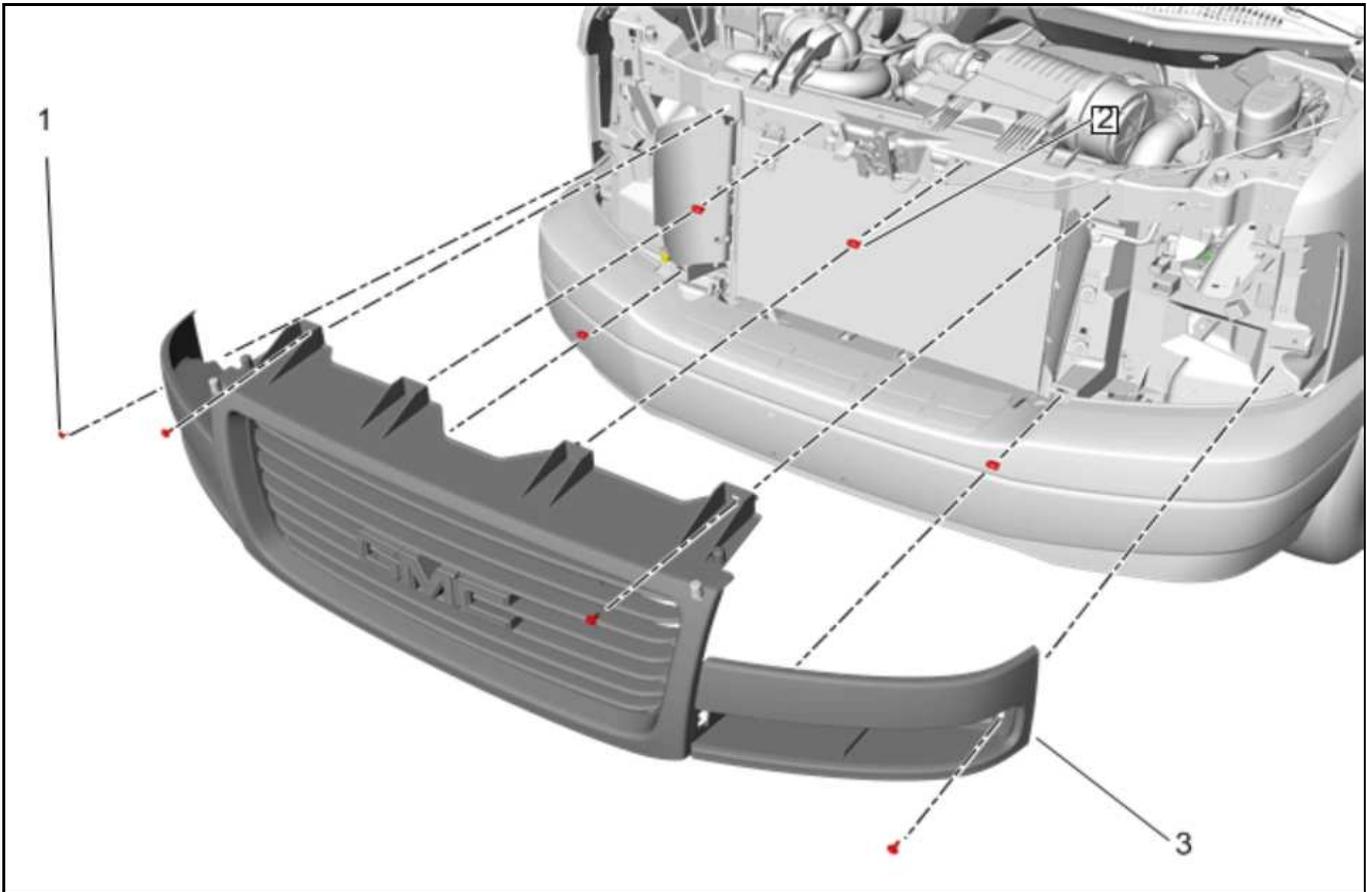
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9. Apply RTV Engine sealant around the complete perimeter of the upper opening of the engine air inlet duct, at the interface to the intake duct.



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10. Install the engine air inlet duct and the 3 push retainers to the vehicle.



11. Reinstall the 4 front grille upper bolts (1). Refer to the appropriate *Front Grille Replacement* in SI.

12. Reinstall the modified radiator air upper baffle (1) to the vehicle. Refer to the appropriate *Radiator Air Upper Baffle Replacement*, in SI.

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Parts Information

Causal Part	Description	Part Number	Qty
N/A	DUCT-FRT INT AIR	85533626	1
	SEALANT,RTV SILICONE TUBE TB 1217 AC DELCO 2.65 OZ	88864346 (U.S.) 88861418 (Canada)	As needed
	PIN - PUSH	11589290	3

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
4088278*	Modify Grille and Radiator Air Upper Baffle, Install New Engine Air Inlet Duct	1.0 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released November 29, 2021

